

Resident Handbook

Welcome to Friends House



Friends House
community through caring



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A Brief History of **FRIENDS HOUSE**

In 1946, Friends Meeting of Washington had a concern about where aging Friends who were of limited income could find housing after they retired. They had a dream of building a small retirement community to meet the need. They incorporated and found support from other Friends meetings in the area. A site was found in Sandy Spring, Maryland and the project came under the care of Baltimore Yearly Meeting which represents Friends in Washington, Maryland, Virginia, and part of Pennsylvania. With financial support from HUD, in 1967 Friends House, an affordable housing retirement community of 100 apartments was opened.

In 1968, Friends House opened the property for seniors who wanted to join the community but who were over the income for the HUD apartments. New residents built their own homes, called cottages, and eventually Friends House built four additional cottages for rent. Following that, plans were begun to build a nursing unit. This was completed in 1972 and

named Haviland Hall. In 1979 a new nursing unit, Stabler Hall, was opened and Haviland Hall was converted to an assisted living facility able to serve 24 seniors. In 2005 Thomas Hall, a memory care and rehabilitation unit, was added to the nursing unit.

In 2018, Friends House began a new building program. In cooperation with Homes for America a new apartment building to replace the original aging apartments was planned. The building was completed in 2020, the same year additional cottage duplexes and lodges were added to the Friends House campus. New cottages and apartments are planned for 2023. Over the years Friends House has become a vibrant community of people of many faiths and backgrounds. It is one of the few retirement communities offering a full continuum of care to seniors of all economic levels including those of low income. Friends House is not a dream that has been completed. It is a dream that continues.

Non-discrimination policy It is the policy of Friends House Retirement Community to voluntarily comply with the provisions of the Federal Civil Rights Act of 1964 and the Fair Housing Act, and all requirements imposed pursuant thereto the end that no person shall on the grounds of race, color, national origin, ancestry, age, sex, religious creed, non-job related handicap or disability or use of guide or support animal because of blindness, deafness or physical handicap be excluded from participation in, be denied benefits of or otherwise be subject to discrimination of any care or service, except with respect to age, to the extent permitted as housing for senior adults.

Philosophy STATEMENT

Friends House Retirement Community is a non-profit community that was founded on Quaker principles and is guided by values and practices of the Religious Society of Friends. Its mission is to create a caring community that connects residents and other seniors, volunteers and staff in a way that nurtures the physical, mental, emotional and spiritual well-being of each of its members. Friends House Retirement Community seeks to offer an affordable and fulfilling lifestyle for older persons of diverse background, economic means and abilities in a safe and caring environment.

Friends House Retirement Community holds in truth that each individual is endowed with a measure of the Divine Spirit. This allows each resident the freedom to pursue a full and enriching life according to his/her own beliefs and the right to retain identity, history, interests and desires according to personal spiritual insight.

Objectives

We Recognize and Maintain Friends House Uniqueness Through:

Openness

We encourage a standard and equality that each individual voice and insight will be heard and given careful consideration. We will strive toward attaining common goals and shared values.

Maintaining a Sense of Community

We offer a spirit of friendliness, a sense of welcome and acceptance of individuality. At the same time, we encourage relationships and cooperation through good communication with our immediate neighbors (Sandy Spring Friends Meeting, Sandy Spring Friends School, Baltimore Yearly Meeting, and the larger Sandy Spring community).

Stewardship of Our Resources

This allows and encourages simple living – providing and maintaining affordable housing

for the moderate and low income. It keeps spacious, open country living for gardens (produce and flowers), wildlife, and gives opportunity for peace, quiet and solitude.

Support and Renewal

We share a warm, personal interest in each resident's welfare. This promotes supportive services that maintain community and quality of life and yet recognizes limitations in the services we may be able to provide.

Approved by the Friends House Board of Trustees



House RULES

These House Rules have been developed to protect the peaceful living of all residents. They are distributed to all residents to assure clear understanding of the expectations for all residents living at Friends House. If these rules are modified, residents will be given 30 days notice prior to the implementation of any change. In the event of non-compliance with these rules, the resident will be notified by the Resident Services Coordinator.

- Residents need to comply with all aspects of their lease agreement. Noncompliance will be grounds for eviction.
- The use of any illegal substances is not allowed.
- Involvement in illegal activities is not allowed.
- Pet owners must adhere to the guidelines in the signed pet agreement.
- Friends House is a non-smoking facility. Smoking is not permitted in any Friends House building, including apartments, public areas, and hallways or within one hundred feet of a building.
- Residents with vehicles are given parking stickers. Guests are to use those spaces designated for visitors.
- Homes, including outdoor areas, should be kept in such a way that is safe and sanitary and that meets the expectation of the lease agreement.
- Residents give up their right to occupancy after being absent from the unit for a period of 180 continuous days.
- Friends House enforces a NO SOLICITATION policy.
- Verbal or physical abuse and harassment of residents or staff will not be tolerated. This includes the use of profanity or derogatory language in public areas.
- Duplicate keys of resident apartments must be requested through maintenance. Keys to outside doors of buildings may not be duplicated.
- Guests are the responsibility of the host resident. Guests are welcome to stay with a resident for a reasonable period of time. Any visits in excess of two weeks must be approved by the Resident Services Coordinator prior to the visit. Guests are expected to adhere to Friends House rules. Residents are responsible for any damage caused by guests.
- Residents employing companion services for assistance (bathing, housekeeping, laundry, etc.) must contact the Resident Services Coordinator to register their companion/employee.
- Children are welcome to visit the Friends House campus. During their visit they must be accompanied by an adult at all times including in your apartment home. In hallways, public areas, grounds, and all common areas.
- Indoor and outdoor noise must be kept at an acceptable level that does not disturb other residences.

Guide to the COMMUNITY

Miller Center

Originally completed in March of 1996, the newly renovated Miller Center is the focal point of the commons building. This activity center is named for Mary Moore Miller, a former resident and Board member. Many of the evening programs, various meetings and other resident-related activities take place in this room. The Miller Center can be reserved for programs, meetings and special events. It houses a grand piano, AV equipment and screen. Reservations for activities and meetings can be made at the front desk by calling 301-924-7520.

Computer Room

Managed by the Friends House Senior Association, the computer room is conveniently located near the main entrance outside the Miller Center. Residents may use the computers, fax and copy machines.

Library

Located in the main commons building lobby, the library houses 1,500 books including fiction, as well as the sciences, religion, biography and history. Large print books are available as well as some books on compact disc. Self-serve check-out enables you to use the library unlimited hours throughout the day.

Flower Alley

The hallway between two main gathering spots, has always been one of the highlights of our community. The Friends House Garden Committee beautifully maintains the area with an array of flowers and plants.



Garden

Managed by residents, the garden produces a variety of vegetables and flowers for the community. The Garden Committee utilizes volunteers in planting, weeding, and harvesting. Residents may request a plot or raised bed in the Spring, and gardeners are encouraged to share their produce with the community. The pergola in the garden serves as a meeting area for small groups with a paved area and pathways making it easy to access.

Greenhouse

Operated by the Greenhouse Committee, the greenhouse is adjacent to the outdoor garden. Plants are maintained by the committee and used to decorate common areas of the facility.

Hair Salon

Located off Flower Alley in the main building, the hair salon provides professional services of a local hairdresser on-site. A sign-up sheet is located at the front desk.

Guide to the **COMMUNITY** *(continued)*

Fitness Room

Furnished with cardio and newly acquired pneumatic strength training equipment appropriate for the active aging community. The Fitness Room is located down the hall from the Bistro.

Internal Mailboxes & Bulletin Boards

Convenient and personal way to communicate with your neighbors. Boxes and bulletin boards with updates and events are located in the main building lobby outside the Resident Services office.

Health Room

Located in the C-wing of the main building, the health room is a dedicated space for our on-site health providers to utilize in a private setting. Please see Health & Wellness section on page 16 for information on on-site providers.

Elephant Shop

Managed and operated by Friends House resident volunteers, the shop offers gently used items (clothing, household items, furniture and more) for sale at reasonable prices. Proceeds go to the Friends House Senior Association. Located in C-14 in the main building. Regular hours are 10:00 am to 2:00 pm on Tuesday and Thursday.

Guest Apartment

Available for short-term rentals to friends and family of Friends House residents, the apartment is located in the C-wing of the main building. A one-bedroom unit includes a full kitchen with microwave and coffee maker, television and WiFi. To check availability or make reservations call the front desk at **301-924-7520**.



The adjoining Homes on Quaker Lane building has rooms available for Friends House activities and gatherings including:

Sunroom

Activity Room

Music Room

Arts & Crafts Room

A meeting room and seminar room is available by reservation. Call Demitra Leonard at 240-883-7170 to reserve.

Services & DEPARTMENTS

Maintenance

Our maintenance department provides routine maintenance services (i.e. unclogging plumbing; HVAC, etc.) in your home at no charge. Additional services are also available for a fee. Please see the current miscellaneous fees schedule or call the front desk with your request and ask for a quote. All maintenance requests should go through the front desk by calling **301-924-7520** or email workorders@friendshouse.com unless it is an after hour emergency (after 4:00 pm week-days or anytime on weekends). The after hour emergency number is **301-924-7501**.

Please note: *All modifications to your home require prior approval from administration.*

Groundskeeping

Lawns and flower beds are maintained by Friends House. If you wish to make arrangements to maintain your own bed please contact the Environment Committee of the Friends House Senior Association.

Environmental Services

Housekeeping services are available. Please refer to the current list of Miscellaneous Services for fees. Some housekeeping services may be included in your resident agreement. Call the Environmental Services Department at **301-924-7537** to discuss your housekeeping needs or to schedule house-keeping services.

Seasonal and Preventative Maintenance

Maintenance services are conducted year round in order to maintain the interior and exterior of your home. Staff will notify

residents as these services are scheduled. Snow Removal Snow removal services are prioritized in the following order: Health care areas (Stabler Hall, Thomas Hall and Haviland Hall), main roads, parking areas and sidewalks.

Resident Services

The resident services department is available to all residents on the Friends House campus. The resident services coordinator can help direct you to resources both inside and outside of the community including transportation and health care services. The office is located to the left of the main entrance. For any questions, call **301-924-7523**.

Front Desk

The front desk staff in the main entrance lobby is open Monday through Friday from 8:30 to 4:30 pm. Monthly fees can also be paid at the front desk. Call Kim Glazier at **301-924-7520**.

Billing

The billing office for the Friends House cottages, lodges and C-wing apartments is located inside the administrative offices located behind the front desk and across from the library. The monthly services fee due by the 10th day of each month. Bills are distributed through the internal mailboxes inside the main lobby. Payments can be given to the front desk or left in the black payment box located by the internal mail boxes in the main lobby. For questions on your bill, please call Kathy Harden, Business Office Manager at **301-924-7536**.

Dining & FOOD RESOURCES

Our recently renovated dining room is located in the main common building and is open for breakfast, lunch and dinner seven days a week. Vegetarian alternatives are available for the dinner meal. For special dietary needs, please contact the Culinary Services Director at **301-924-7525**.

The Bistro is open Monday through Friday and offers convenient walk-up service for breakfast and lunch. Fresh baked goods and a selection of hot breakfast foods are available in the morning and items from the grill, salads and a hot entrée and soup selection are offered daily.

To purchase a meal you must prepay on your meal account at the front desk with cash, check, or use CashApp. Credit cards are not accepted. Lodge residents automatically receive a monthly meal account. Your account can be applied to purchases in the bistro, dining room, guest meals or delivery fees.

A **shuttle service** is available to the dining room seven days per week for lunch and dinner.

Free transportation is also provided weekly to local shopping. Giant, Safeway, and Roots Market. A sign up sheet is located at the front desk. Call **301-924-7520** for the current schedule.

Sandy Spring Garden

Fresh produce is delivered to Friends House weekly from May to November. Orders can be placed by calling **240-357-2609**.



DINING ROOM HOURS

Breakfast 8:00 a.m.

Lunch 12:00 p.m.

Dinner 5:00 & 6:15 p.m.

Carry-out is available for pickup at no additional charge. Call 301-924-7514.

BISTRO HOURS

Monday thru Friday
7:00 - 9:30 a.m.

11:30 a.m. - 2:00 p.m.

Breakfast Fresh pastries, scones, rolls, breakfast sandwiches, coffee, tea and other beverages

Lunch Fresh salads, sandwiches, stir fry, flat bread pizza, burgers and hot dogs, assorted desserts

SHUTTLE SERVICE

Available to and from the dining room for lunch and dinner seven days per week.

The dining room shuttle starts at 11:45 a.m. for lunch, 4:45 p.m. and 6:00 p.m. for dinner

Emergency & SECURITY

Buddy System

The use of an informal buddy system is encouraged at Friends House. The main purpose is to provide back-up and reassurance for each resident, especially in times of emergency or crisis.

Suggestions for using a Buddy

- Check with one another at a specific time of day, become familiar with habits and routines.
- Check to see if newspaper was taken in. Arrange to have a visual signaling device daily indicating you are okay.
- Arrange ahead of time a distress signal with your neighbors
- Exchange keys with a neighbor or buddy to facilitate getting into your home if there is a need.

Is it an emergency?

It is an emergency if there is an IMMEDIATE threat to life or property.

Whom do we notify?

Call 911 to report:

Medical Emergencies

Fire

Downed power line

Crimes or suspicious activities

When do we CALL the administration emergency contact numbers?

For maintenance emergencies after hours, call **301-924-7501**. Maintenance emergencies are either issues in progress that may cause **immediate damage** to the building or **immediate harm** to people, or problems that affect the immediate habitability of the building. Some examples of maintenance emergencies are:

- Water overflowing or leaking from plumbing
- A tree down blocking the road or impacting a building or a power line
- Downed, live power lines
- Fire that results in the Fire Department declaring a home uninhabitable, (not burned toast).
- Stopped up toilet, if there is only one toilet (and it can't wait until morning)

When do we notify administration by leaving a voice message on office phones or by email?

Is there an immediate action that administration needs to take? If that action can wait until the next business day, a voice message or email is appropriate.

Notification of hospitalization

Most power outages - Pepco is already aware

EMERGENCY NUMBERS

AMBULANCE, FIRE, POLICE 911

MAINTENANCE/CONSTRUCTION
301-924-7501

NON-EMERGENCY Local Numbers

POLICE 301-279-8000

MONTGOMERY MEDSTAR
301-774-8882

Fire SAFETY

In the event of a fire, stay calm, notify the Fire Department by **calling 911**, and follow the directions of the emergency personnel. If you must take immediate action, use your judgment as to the safest course of action, guided by the information on this following page.

FIRE SAFETY TIPS

If the fire is in your home:

- Close the door to the room where the fire is and leave the building
- Make sure EVERYONE leaves the cottage/apartment with you
- Take your keys and close, but do not lock, the cottage/apartment door
- If in a lodge, alert people on your floor by knocking on their doors on your way to the exit
- If in a lodge, use the nearest stairwell to leave the building. If in a lodge/apartment, use the nearest stairwell to leave the building. **DO NOT USE THE ELEVATOR**
- Call 911 once you reach a safe location. Do not assume the fire has been reported unless fire-fighters are on the scene
- Meet the members of your household at a pre-determined location outside the building. Notify the firefighters if anyone is unaccounted for

If the fire is not in your cottage/lodge:

- Stay inside your cottage/apartment and listen for instructions from firefighters unless conditions become dangerous
- If in a lodge and you must exit, first feel the lodge door and doorknob for heat. If they are not hot, open the door slightly and check the hallway for smoke, heat or fire
- If you cannot safely exit your cottage/apartment, call 911 and tell them your address including apartment number

- Seal the doors to your cottage/apartment with wet towels or sheets, and seal air ducts or other openings where smoke may enter
- Open windows a few inches at top and bottom unless flames and smoke are coming from below
- Do not break any windows
- If conditions in the cottage/apartment appear life-threatening, open a window and wave a towel or sheet to attract the attention of fire-fighters
- If smoke conditions worsen before help arrives, get down on the floor and take short breaths through your nose, if possible, retreat to a balcony or terrace away from the source of the smoke, heat or fire

EMERGENCY DOCUMENTS

File of Life

This sheet should contain your pertinent medical history and current health concerns, doctor's name and supplemental insurance information. Keep your emergency medical information updated regularly. Note any changes to prescriptions, family contact information or medical conditions. This information is kept in a red magnetic pouch on your refrigerator. EMTs know to look for this during any emergency.

Medical Order for Life Sustaining Treatment (MOLST)

Indicates what treatment you do or do not want if you become incapacitated in an emergency. A copy of this form should be placed inside the File of Life red pocket on your refrigerator.

Garbage & RECYCLING

Lodges: Trash rooms are located on the main floor of each lodge. Trash and recycling receptacles are clearly marked. Trash pickups are on Monday, Wednesday and Friday.

Cottages: Place trash and recycling out by the curb (if you are able). For assistance call the front desk at **301-924-7520** or email workorders@friendshouse.com.

Trash/Recycling Pickup schedule:

Monday - Original Cottages

Wednesday - New Cottage

Please place trash out by 8:15 a.m.

Mixed paper and other recyclable items can be placed in provided bags.

- Food and beverage cartons
- Papers, mail & paper boxes
- Cardboard boxes
- Aluminum & Steel Cans & Tins
- Glass & Plastic Bottles, Tubs & Jugs

Recycle clean, dry packaging materials & paper. Caps may be left on empty containers

DO NOT RECYCLE:

- Cups, plates, or cutlery of any kind
- “Tanglers” (hoses, cords, etc.)
- Food or plant waste (for guidelines on compost see next page)
- Dirty paper/cardboard, shredded paper, napkins
- Food wrappers & bags, box liners and pouches
- Hinged containers
- Styrofoam
- Bagged materials

For more detailed recycling instructions visit www.FrederickCountyMD.gov/RecycleRight.

Scrap metal items can be left in a pile by the trash **and** recycling.

Scrap Metal (all metal and predominantly metal items)

Batteries: All used rechargeable and non-rechargeable dry cell batteries can be placed in the tub in the main lobby (located access from the internal mail cubbies). Tape should be placed over one end of the battery.

Medical Waste: According to the EPA, Medical Waste is healthcare waste that may be contaminated by blood, body fluids, or other potentially infectious materials. Ask your medical supplier for the appropriate bin for disposal. Any resident who has medical waste, such as used needles, must dispose of the waste in the proper manner.

Expired Medication: The Health Care Center team can help you properly dispose of your expired medication. Please do not throw medicine down your drain.



COMPOSTING



Composting Dos and Don't

YES for composting

- RAW fruits and vegetables
- CUT into small pieces
- Coffee grounds and tea leaves, including filter papers and bags
- Egg shells, rinsed and crushed
- Deceased house plants

NOT for composting

- (These items may attract crows, rats and other desirables)
- NOTHING COOKED, even vegetables
- NO meats or fish, or bones
- NO fats: butter, lard, vegetable oil, mayonnaise
- NO dairy: milk, cheese, yogurt, sour cream
- NO eggs
- NO seeds or grains of any kind: bread, rice, corn, quinoa, pine nuts, etc.
- NO nuts or nut butters, including peanut butter
- NO large pits: avocado, peach, mango
- NO weeds
- NO paper towels
- NO plastic bags (Exception: "compostable" bags okay, if empty)

Why Compost?

- Enriches soil, helping retain moisture and suppress plant diseases and pests
- Reduces the need for chemical fertilizers
- Encourages the production of beneficial bacteria and fungi that break down organic matter to create humus, a rich nutrient-filled material
- Reduces methane emissions from landfills and lowers your carbon footprint



Health & WELLNESS

Friends House is proud to facilitate access to a variety of on-site healthcare providers. To learn more about these services please call Resident Services at **301-924-7523**.

Primary and Geriatric Care

APG Care provides a primary care physician or geriatric nurse practitioner to see patients by appointment. For an appointment call **301-527-1650** and dial 0. You must complete a registration process prior to your visit. Patient registration forms are available at the resource center or the front desk.

Audiologist

Karen Glickman is a local audiologist that provides free hearing screenings and hearing aid checks on a bi-monthly basis. Sign-up at the front desk.

Dermatologist

On-site Dermatology is available for skin checks, and to treat rashes, psoriasis, skin cancer and other skin related problems. Call **1-877-345-5300** or sign-up at the front desk.

Podiatrist

Dr. Jeff Steinberg is available for nail trimming and consultation for other foot problems. Medicare will cover nail care once every nine weeks. Scheduled times will be approximately every nine weeks and will be announced. An intake form must be completed prior to a visit. Call **301-345-4087** for questions.

Occupational, Physical and Speech Therapy

HealthPro Rehabilitation Services is our on-site partner providing therapy services to residents at all levels of care. A physician's order for therapy and insurance check is required prior to receiving services. **Call 301-924-7527, FAX 301-804-4133.**

Pharmacy

Friends House is blessed with access to several local pharmacies many of which deliver directly to resident homes. For a complete list of local pharmacy options, please contact the Community Receptionist for details.

CarePlus Home Health

In-home services such as meal prep, medication reminders, assistance with bathing and dressing is available at hourly rates. CarePlus has both Flex Care services (billed in 30-minute increments) and scheduled time available. Call the on-site coordinator at **240-888-9035** to schedule a meeting (or main number **301-740 -8870**).

Health visits for all providers take place in the health room located in the C-wing in the main building. Payments are made directly to providers or billed through insurance.

Health & WELLNESS

INDIVIDUAL and GROUP COUNSELING

Clinical Social Work Visits

Roger Roark is a licensed clinical social worker and a participating Medicare provider. He works with individuals, couples and groups in developing skills for conscious living and dealing with life issues. For an appointment call **301-854-6797** and leave a message.

Psychotherapy and Therapy Services

Affiliated Santè provides in-home therapy services including: assessments, brief psychotherapy and support for homebound individuals dealing with stress, depression, behaviors, adjustment and chronic disease management. Call **301-572-6585**.

Pastoral Counseling

Susan Kaul, from A Friendly Ear, is ready to listen. Group discussions are held weekly on Thursdays and meet in the Bistro. Individual visits are available as well. Call **301-335-2529** for an appointment.



CONTINUING CARE

Should your need for care increase while at Friends House, we have on-campus options for assisted living, short-term rehab and long-term care. For more information call the Admissions Director at **301-924-7530**.

Assisted Living

A separate wing consisting of 21 private rooms, Haviland Hall provides needed services including medication management, help with activities of daily living such as bathing and dressing and 24-hour supervision. Each unit features an emergency call system, television connections, private phone and private bathrooms. Common areas include a dining room, activity room and sun room.

Health Center

An 82-bed facility, Stabler Hall and Thomas Hall serves individuals in need of long term care and rehabilitation. With a high staff-to-resident ratio, a dedicated team of professionals and low staff turnover, it's not surprising that our Health Center consistently receives high ratings from the Center for Medicare and Medicaid Services. Our Health Center has been rated the number one skilled nursing center in Montgomery County and is ranked among the top three skilled nursing centers in Maryland by the Office of Healthcare Quality. Stabler Hall accommodates long-term care residents and Thomas Hall is available for rehabilitation stays. An outdoor courtyard, solarium, dining room, private family room and library are features of our health center.

Transportation & PARKING

Quick Reference Transportation

Connect-a-Ride
301-738-3252

Olney Home for Life
301-446-2512

Call-N-Ride
301-948-5409

Senior Connection
301-962-0820

Friends House Residents
Free Rides Exchange
301-787-7657 | 301-774-1328

Taxicab Companies
*All Have Wheelchair
Accessible Vehicles*

Action Taxi
301-840-1000

AnyTime Taxi
301-637-9292

Barwood Taxi
301-984-1900

Orange Taxi
301-912-0000

Regency Taxi
301-990-9000

Other Driver Services

Uber | [uber.com](https://www.uber.com)

Lyft | [lyft.com](https://www.lyft.com)

GoGo Grandparent
1-855-GOGO-USA



Resident parking areas are available campus wide. Parking areas are located in front of and to the side of the main commons building. Lodges have parking areas in front of each building and there are overflow parking areas for lodge and cottage guest parking. Friends House decals are provided at move-in and should be affixed to the passenger side of the rear window. All resident vehicles must be registered.

Shuttle Bus

A free shuttle is available seven days per week for lunch and dinner in the main building. The shuttle makes regular trips around the loop of the campus prior to 12:00 lunch, 5:00 and 6:15 dinner seatings. You may call or sign-up at the front desk if to make sure the driver knows to pick you up. The shuttle program utilizes both an energy efficient GEM electric vehicle and a small 14-passenger bus. A lift is available for those who have trouble climbing stairs. Shuttle transportation may be available at certain times by request.

Friends House provides transportation for community lunch outings and visits to local shopping. A ride-on bus comes to the community weekly Group outings can also be arranged (fees may apply) . Call the Resident Services Coordinator at **301-924-7523**.

Transportation & PARKING

Friends House maintains a safe driving policy. All residents who drive on campus must comply with community rules. All vehicles parked on campus should be registered with Resident Services. For more information call **301-924-7523**.

Connect-A-Ride

A free information and referral service that helps adults over 50 and adults with disabilities find transportation for medical services, errands, and social activities. For information connectaride@AccessJCA.org.

Senior Nutrition Program

A Ride-on bus offers transportation to the Olney Giant every Wednesday morning (with the exception of holidays). There is a sign-up sheet at the front desk.

MetroAccess

A shared ride door-to-door complementary paratransit service for individuals who are unable to use accessible fixed-route public transit (Metrobus or Metrorail) due to disability. An application process includes an assessment which must be completed by a healthcare provider. For more information call **202-962-2700**.

SeniorConnection

Volunteer Drivers assist with escorted rides for riders 60 years of age and older. Three escorted round trips are available per month for medical appointments. A Shoppers Program is available to drive you to store or shop for you. Canes and walkers can be accommodated but no wheelchairs. Call **301-962-0820** for an application or email info@seniorconnectionmc.org.

Regency Cab Free Senior Ride Program

Up to 10 miles each way. Schedule ride by 7:00 a.m. the day before ride is needed. Free rides scheduled for the first 3 callers requesting the Free Senior Ride Program each day.

Public Transportation

The area is served by the Washington Area Metro Transit Authority which includes Metrobus and Metrorail. For information and schedules call **202-637-7000** or visit wmata.com.

Olney Home for Life

An all-volunteer, no-fee organization designed to assist senior residents in the Olney, Brookville, Ashton and Sandy Spring area by providing transportation services to doctor's appointments, shopping or social gatherings. An application is required to enroll.



Friends House Important Numbers Quick Reference

Front Desk	301-924-7520
Maintenance Requests	301-924-7520
After-Hours Maintenance	301-924-7501
Environmental Services.....	301-924-7537
Resident Services.....	301-924-7523
Dining Services	301-924-7514
Rehab Therapy Services.....	301-924-7527
Homes on Quaker Lane	240-883-7170

GRIEVANCE POLICY & PROCEDURES

Friends House encourages all residents and family members to express their grievances and suggestions for improvement in policies and services. Residents of the Community have the right to submit a written grievance to Friends House to:

Philip Burkholder, Chief Executive Officer
Friends House Retirement Community
17340 Quaker Lane
Sandy Spring, MD 20860

There shall be a written response from the Chief Executive Officer within forty-five (45) days after receipt of the written grievance. The response shall explain what investigation occurred and the resolution to the grievance.

Recognized Holidays

New Year's Day
Martin Luther King Day
President's Day
Good Friday
Memorial Day

Independence Day (July 4)
Labor Day
Thanksgiving Day
Christmas Day

